



## **STATE OF INDIANA**

### **Request for Information 17-009**

**INDIANA DEPARTMENT OF ADMINISTRATION**

**On Behalf Of**

## **Indiana Department of Correction**

**Solicitation For:**

**Digital Content Platform and Tablet Based Services for Adult and  
Juvenile Offenders**

**Response Due Date: July 28, 2016 by 3:00 p.m. ET**

Jennifer Mayfield, Senior Account Manager  
Indiana Department of Administration  
Procurement Division  
402 W. Washington St., Room W478  
Indianapolis, Indiana 46204

## **RFI 17-009**

### **Indiana Department of Correction**

#### **Digital Content Platform and Tablet Based Services for Adult and Juvenile Offenders**

**Proposal Due Date: July 28, 2016 by 3:00 p.m. ET**

This Request for Information (RFI) is issued solely for information and planning purposes only and does not constitute a solicitation. Responses to the RFI will not be returned. Responses to this RFI are not an offer and cannot be accepted by the State to form a binding contract. The State of Indiana or state agencies are not liable for any cost incurred by the vendor in response to this RFI.

#### **PURPOSE OF THE REQUEST FOR INFORMATION**

The purpose of this RFI is to gain knowledge of a Digital Content Platform and Tablet Based Services for Adult and Juvenile Offenders. The information provided in the responses to this RFI may also be used to assist in the development of a Request for Proposal (RFP) at a later date. There will not be a contract resulting directly from the RFI; however, the State may elect to limit participation to vendors that respond to the RFI, if and when the State releases an RFP.

The information gained from this RFI may be used in the development of a competitive solicitation process, leading to the selection of a contractor that is best suited to provide the solution(s) that meets the Indiana Department of Correction (IDOC) requirements. The IDOC is interested in learning about all types of solutions available in the marketplace to support a digital content platform and tablet based services for adult and juvenile offenders. Respondents should provide full details about their solution in order for the Indiana Department of Correction to gain a clear understanding of the complete solution(s) available in the market.

The IDOC may request in-person demonstrations from Respondents of this RFI for the purpose of collecting additional information and/or receiving clarification on proposal details. Invitations may be extended to Respondents of this RFI subsequent to the receipt of responses. The demonstrations will be conducted at the Indiana Government Center in Indianapolis, IN at a date to be determined after review of the proposal submissions.

#### **BACKGROUND/CURRENT OPERATIONS**

The IDOC is the largest agency in the State of Indiana and houses approximately 26,500 offenders in 26 correctional facilities. The facilities have different security levels, populations, and structural designs. The offenders include approximately 500 juvenile serving various sentence lengths in five juvenile facilities and approximately 26,000 adult offenders, with roughly 75% of the adult offenders serving a sentence length of five years or longer.

Currently, IDOC utilizes a variety of technology tools to provide offender services and educational services. Some technology tools are currently provided under a contract with JPay, Inc. and utilize a kiosk based model. The current services under the JPay contract include:

- Commissary ordering
- External offender trust fund deposits
- Video visitation
- Offender email
- Release debit cards
- Visitation Requests

These services, other than commissary ordering, are currently provided by JPay on fee basis to the user with a commission to the IDOC. A future vendor awarded a contract for digital content services will be expected to take over these services from JPay, Inc. by using the selected vendor's solution. While the IDOC anticipates the selected vendor may move these services to a tablet based system, video visitation will still be required to be provided via kiosks or centrally mounted cameras, due to camera restrictions on hand-held tablets.

The IDOC's educational services in adult facilities are classroom based and currently utilize technology available in the computer labs but still rely on paper and pencil based learning and examinations. Current high-level program areas for education include, but are not limited to, labor certifications, educational credentials, self-help, and professional development.

The IDOC would like to implement a tablet-based, digital content platform using a vendor-provided network to offer educational programming.

The overall intent of the IDOC with moving to a tablet based system is to provide educational services through digital content to support the rehabilitation of offenders thereby reducing recidivism. As the offender population includes a variety of ages, educational needs, offender service needs, and behavioral reward requirements, IDOC is looking for a scalable solution that will allow it to expand and tailor programming to the needs of the various groups within its prison populations.

The IDOC currently uses a paper based system for communications within its facilities. The IDOC grievances, case management tools, and request forms are all paper based. The IDOC would like to procure, through a future RFP, a means of converting at least the most widely used of these forms to digital forms which then may be filled out and sent to IDOC staff from a tablet by an offender, to the Offender Management System via an interface. Such a digital system for converting these forms and allowing them to be used on a tablet based system is hereinafter referred to as "Offender Services." Included in these services would be a means of checking trust fund balances, ordering commissary via the tablet or kiosk, and looking up other offender related data (release date, etc.) via an interface with the Offender Management System.

The IDOC would like the platform to also have the capability of providing behavioral awards or entertainment to offenders via the tablet based system and offender network. The system would allow the purchasing and/or streaming of digital content, such as but not limited to: music, movies, and games for use on the tablets, with the offender paying a fee for such content and the IDOC receiving a commission.

## **GOALS AND OBJECTIVES OF THE DIGITAL CONTENT PLATFORM AND TABLET-BASED SERVICES**

The IDOC is looking to provide a scalable, secure, and user-friendly, tablet-based platform, supplemented with kiosks, to deliver a variety of digital content to offenders that will meet the various goals set forth in this RFI. The IDOC expects a successful solution will include the following components:

### **1) A Secure Network**

Provide a secure network operable in each IDOC facility, with the network providing appropriate safeguards against hacking and unauthorized access the Internet and otherwise suitable for a correctional environment. This network shall not utilize the State's backbone but shall utilize the Vendor's own network, utilizing Wi-Fi technology or other technology. The platform provides remote device management and other security features.

### **2) Tablet & Kiosk Services**

Provide tablets, Android based or other, with touch screen capability for offenders at each IDOC facility. These tablets will be suitable for use in a correctional environment (e.g., using tamper resistant cases and security features to prevent unauthorized use). The tablets may be provided to offenders through a shared type system or other system, but the system proposed must be practical and realistic. The goal is for offenders to have access to the tablets for as much time as is feasible. The tablets will not be sold or provided at a fee to offenders, but the digital content services they use on the tablets may be fee based.

Additionally, provide kiosks for video visitation purposes in each facility.

### **3) Educational Programming**

Provide educational content for adult and juvenile offenders and an open platform Learning Management System (LMS) or other system that allows the State to provide additional educational programming. Educational content provided by the Vendor must be self-directed and self-paced. Education content may include, but shall not be limited to, the following:

- Elementary through high school curriculum (K-12).
- HSE/TASC curriculum
- WIOA-compliant services
- Self-help programming
- Post-secondary courses
- Career readiness programming/courses
- Literacy programming/courses
- Learning management system (to track courses)

### **4) Offender Services**

Provide a platform that allows offenders to conduct business from tablets or kiosks. Services offered to offenders shall include, but shall not be limited to, the following:

- Submission of grievances
- Communication with case managers
- Filing forms
- Offender trust account inquires
- Commissary ordering

## **5) Behavioral Rewards and Entertainment Services**

Provide a platform for adult and juvenile offenders to access, purchase, and/or stream entertainment based on a behavior rewards system. Content available for offenders to access may include, but shall not be limited to:

- Informational materials
- E-books
- Music
- Games
- Movies
- T.V. shows
- Magazines
- Law library (must be provided free of charge to offenders, if provided)

In addition to the five areas above, IDOC assumes the following:

### **Assumption of JPay Provided Services**

The digital content platform vendor will assume technology related services that are currently being provided by JPay, Inc. These services shall be provided at no cost to the IDOC; however, the IDOC will permit the Vendor to extract a fee or range of fees from the users for some services or to offer them at no cost. If a fee is charged, the IDOC shall receive a commission from each fee charged. A fee shall not be charge for services provided to juvenile offenders except for the Behavioral Rewards and Entertainment Services. A list of the mandatory technology services follows (if no fee is to be charged it will be stated):

- External Offender Trust Fund Deposits (Processing payments made by friends and families of offenders into the trust fund accounts of offenders, including all banking and licensing requirements).
- Release debit card services for offenders, including all banking and licensing requirements. (No fee prior to release and no fee for the first transaction following release)
- Video Visitation Services (Note: This cannot be performed on tablet due to no-camera specification for tablets).
- Offender e-mail Services.
- Lockbox Services for payments into offender trust fund by check or money order (no fee).
- Electronic Commissary Ordering (no fee)

Note: Although the Respondent may propose a phase-in of the platform, network, and tablets for the digital content services, the following will be expected to be provided by the vendor on the start date of the contract:

- Trust fund deposits
- Release debit cards for offenders
- Lock box
- Commissary ordering

## Facilities

A list of the facilities to be serviced, along with the general population of each facility, is set forth here:

Facility Name	Facility Address	Offender Type	Number of Offenders
Branchville Correctional Facility	21390 Old State Road 37 Branchville, IN 47514	Adult	1,460
Camp Summit (Juvenile)	2407 N. 500W Laporte, IN 46350	Juvenile	80
Chain O'Lakes Correctional Facility	3516 E 75 South Albion, IN 46701	Adult	124
Correctional Industrial Facility	5124 Reformatory Rd Pendleton, IN 46064	Adult	1,416
Edinburgh Correctional Facility	P.O. Box 470, 23rd & Schoolhouse Rd. Edinburgh, IN 46124	Adult	261
Henryville Correctional Facility	P.O. Box 148, 1504 Schlamm Lake Henryville, IN 47126	Adult	133
Heritage Trail Correctional Facility	501 W. Main Street Plainfield, Indiana 46168	Adult	827
Indiana State Prison	1 Park Row Michigan City, IN 46360	Adult	2,295
Indiana Women's Prison	2596 Girl's School Road Indianapolis, IN 46214	Adult	608
Indianapolis Re-Entry Educational Facility	401 North Randolph Street Indianapolis, IN 46201	Adult	385
Logansport Juvenile Correctional Facility Intake*	729 High St., Logansport, Indiana	Juvenile	32
Logansport Juvenile Correctional Facility Treatment Unit	1118 South State Road 25 Logansport, IN 46947	Juvenile	129
Madison Correctional Facility (Women)	800 MSH Bus Stop Drive Madison, IN 47250	Adult	556
Madison Juvenile Correctional Facility	1130 MSH 4th Street Madison, Indiana 47250	Juvenile	65

Facility Name	Facility Address	Offender Type	Number of Offenders
Miami Correctional Facility	3038 West 850 South Bunker Hill, IN 46914	Adult	3,136
New Castle Correctional Facility	1000 Van Nuys Road P.O. Box E New Castle, IN 47362	Adult	3,159
Pendleton Correctional Facility	4490 W. Reformatory Rd. Pendleton, IN 46064-9001	Adult	1,791
Pendleton Juvenile Correctional Facility	9310 South State Road 67 Pendleton, IN 46064	Juvenile	200
Plainfield Correctional Facility	727 Moon Road Plainfield, IN 46168	Adult	1,656
Putnamville Correctional Facility	1946 West U.S. Hwy 40 Greencastle, IN 46135	Adult	2,489
Reception Diagnostic Center*	737 Moon Road Plainfield, IN 46168	Adult	613
Rockville Correctional Facility (Women)	811 W. 50 N Rockville, IN 47872	Adult	1,208
South Bend Community Re-Entry Center	4650 Old Cleveland Road South Bend IN, 46628	Adult	137
Wabash Valley Correctional Facility	6908 S. Old U.S. Highway 41 P.O. Box 500 Carlisle , IN 47838	Adult	2,063
Westville Correctional Facility	5501 South 1100 West Westville, IN 46391	Adult	3,261

\*These are intake facilities that will require reduced services on the tablets, limited primarily to those listed under Offender Services herein.

### **SUBMISSION REQUIREMENTS**

The Indiana Department of Correction asks that all Respondents provide adequate details about their Digital Content Platform and Tablet Based Services for Adult and Juvenile Offenders about the following topics:

1. IDOC desires a solution to meet the goals and objectives outlined in this RFI for digital content platform and tablet based services, with kiosks to support specific functions as needed. Please describe your solution that meets all or components of the desired solution. Specifically, address how your solution meets each of the five (5) areas and address all sub-areas:

- Secure Network & Infrastructure
    - a. Describe the required network and infrastructure (cabling, etc.) that will be implemented in all facilities.
    - b. Describe how you will handle the charging of tablets in a setting where a substantial number of offenders are using the tablets.
    - c. Describe all infrastructure, cabling, and bandwidth requirements that will be necessary for your system to be implemented.
    - d. Describe how your solution will address the functional challenges that are present in typical correctional facilities, e.g., thick, reinforced walls, metal bars, and multi-cell rooms with limited access to each other.
  - Tablet & Kiosk Services
    - a. Outline your specifications for tablets; explain why they are appropriately designed for a correctional environment.
    - b. Outline your recommended tablet to offender ratio.
    - c. Describe the extent to which your solution will need to utilize kiosks and tablets, and give an estimate of the number of kiosks that will be necessary.
    - d. Describe how third-party apps may be deployed on your open-source platform, and indicate any restrictions on the deployment of third-party apps.
  - Educational Programming
    - a. Describe how you will approach educational programming. Specifically, describe if your solution will provide all or some educational programming, and if it will provide an open platform for educational programming by the IDOC or third party contractors of the IDOC.
    - b. Describe why your educational programming solution would be a superior solution to other options for meeting the IDOC's needs.
  - Offender Services
    - a. Describe how you will provide banking services related to trust fund deposits and debit card services. Indicate whether you will provide these services in-house or will outsource them. Describe any relevant credentials or licensing you or your subcontractors will maintain in providing these services.
    - b. Describe your solution for making IDOC forms (grievances, visit requests, etc.) available on the tablets, specifying if these forms will allow interaction between IDOC offenders and staff.
  - Behavioral Rewards and Entertainment Services
2. What is your typical implementation approach? Please provide a detailed implementation timeline to implement the goals and objectives outlined in this RFI.
  3. Outline the earliest timeline for implementing the services that would be assumed from JPay.
  4. IDOC desires a revenue-generating model to meet the goals and objectives outlined in this RFI for digital content platform and tablet based services. Revenue generating is defined as the



vendor's costs covered through user(s) fees while IDOC receives a percentage based portion of the revenue. Please describe your solution's revenue-generation model. Consider such factors as project implementation timeline, contract terms, etc. If your solution will not generate revenue to cover all costs, please describe what part of your solution may be offered as revenue-neutral (no cost) to the state. If you believe that IDOC's specifications cannot be met by either a revenue sharing model or cost neutral model, please indicate so in your response and provide a cost model that you feel would be fair to both parties.

5. Is there any service or requirement that the IDOC is leaving out or not considering that you believe should be added to the goals and objectives?
6. Describe what you see are the greatest issues that the IDOC will have to overcome to meet its RFI specifications for digital content platform and tablet based services. If your solution addresses these issues, please provide details of how it does so.
7. Describe the uniqueness of your approach and if you believe you are the only source of such product or services. Please provide documentation to support your claim.

#### **PRICING**

Please provide all-inclusive pricing for the Digital Content Platform and Tablet Based Services for Adult and Juvenile Offenders, clearly indicating which services/products you will charge a fee to persons using the services. Any fee that is charged, except for debit release card services, should include a commission to the IDOC. Also, commissary ordering and visitation scheduling should not have an associated fee. Please provide a spreadsheet that lists the fees you would charge and any commissions that will go to the IDOC. Outline any assumptions with your pricing, including any assumed contract terms.

#### **KEY RFI DATES**

Below is a chart that contains all of the deadlines associated with RFI 17-009:

<b>ACTIVITY:</b>	<b>DATE:</b>
Issue of RFI	June 23, 2016
Deadline to Submit Written Questions	July 7, 2016
Response to Written Questions	July 14, 2016
Submission of Proposals	July 28, 2016

#### **PROPOSAL DOCUMENTS SUBMISSION**

All questions in regards to RFI 17-009 must be submitted in writing via email to Jennifer Mayfield at: [jmayfield@idoa.in.gov](mailto:jmayfield@idoa.in.gov), no later than **3:00 p.m. ET on July 7, 2016**. The email subject line should contain the following phrase: "RFI 17-009; Digital Content Platform".

All proposals must be submitted via email to Jennifer Mayfield at: **[jmayfield@idoa.in.gov](mailto:jmayfield@idoa.in.gov)**, no later than **3:00 p.m. EST on July 28, 2016**. The email subject line should contain the following phrase: "RFI 17-009; Digital Content Platform".

It is important to note that all information submitted in Respondents' proposals to RFI 17-009 will be kept confidential and will not be made available to the public, unless this RFI results in the release of an RFP at a later date. If an RFP results from RFI 17-009, then the information contained in the proposal submissions for RFI 17-009 must be made available to the public once the resulting RFP has been awarded, and the protest period has ended. However, any proprietary information can be kept confidential as long as it is marked clearly in your proposal submission as "CONFIDENTIAL MATERIAL". It is the responsibility of the Respondent to ensure that all confidential information is easily identifiable to ensure it is not released as non-confidential material.